

Nursing Home Call Minutes 5/15/2019

Issue	Medicaid Response
LDH Announcements	<p>1. Medicaid staff reminded callers of the following useful links:</p> <ul style="list-style-type: none"> • LTC Contact Us: www.ldh.la.gov/contactlhc • LNHA Resource Library: http://ldh.la.gov/index.cfm/page/3584 • New System Information - Provider page: http://www.ldh.la.gov/index.cfm/page/3587 (agendas, minutes, and cancellations notices are posted here) <p>2. LNHA Satellite Registration: Medicaid staff explained that identification numbers (IDs) will be sent to trusted user designees in order for the accounts to be set up. Once the request is submitted, Medicaid will review it and will issue an ID. E-mails with the satellite location IDs will be sent, possibly by 5/17/2019.</p>
Submitting Trusted User Renewals Online	The website doesn't discern between a new application and a renewal at this time. Once the application is submitted, the system will know if it is a renewal.
Lists of Residents Needing Renewals	The lists of nursing home residents needing renewals are being sent by the Office of Aging and Adult Services (OAAS) to the administrators of each facility. OAAS is working on the list daily and will have the list completed soon. Nursing facility administrators are encouraged to forward the list from OAAS to the key staff in their facility. Inquiries can be e-mailed to OAAS at the following address: OAAS.Inquiries@LA.GOV .
148 PLI	Medicaid is working on a variety of issues related to PLI and there will be system fixes to correct them. When there is a comprehensive solution to all of the PLI issues, Medicaid will issue information and guidance.
Medicaid Renewal Letters and Communication With the Medicaid Office	Please document individual cases and/or issues that need to be discussed in the weekly one-on-one meetings between providers and Medicaid staff.
Should providers submit renewals on all residents if the list from Office of Aging and Adult Services has not been received?	Please do not submit renewals on all residents. If the resident is not due for renewal, this action would create unnecessary work for the provider and also for Medicaid staff.
If a person was already renewed by a family member, does the facility need to complete a renewal also?	Please have specific case information available to address this situation during the facility's weekly one-on-one call with the analyst.
A caller received a notice of approval for a resident and two	Please have specific case information available to address this situation during the facility's weekly one-on-one call with the analyst.

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days later received a denial notice.	
A caller received a name on the renewal listing, however the facility had received a renewal approval notice. Is this sufficient?	There are some cases that are automatically renewed based on outside sources (interfaces) providing all information required for the renewal to be completed.
Next Meeting	May 22, 2019 at 11:30 AM